UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/037,275	01/03/2002	Frank J. Bogart	499003-A-01-US (BOGART)	6827

7590 07/14/2004	EXAMINER	
Docket Administrator (Room 1L-202) Avaya Inc. 101 Crawfords Corner Road P.O. Box 629 Holmdel, NJ 07733-3030	PANNALA, SATHYANARAYA R	

ART UNIT	PAPER NUMBER
2177	

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Please find below and/or attached an Office communication concerning this application or proceeding.

PTO-90C (Rev. 10/03)

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE <u>3</u> MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on <u>03 January 2002</u>.

2a)☐ This action is **FINAL**.   2b)☒ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) <u>1-12</u> is/are pending in the application.

    4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) <u>1-12</u> is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☐ The drawing(s) filed on _____ is/are: a)☐ accepted or b)☐ objected to by the Examiner.

    Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

    Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

    a)☐ All   b)☐ Some * c)☐ None of:

      1.☐ Certified copies of the priority documents have been received.

      2.☐ Certified copies of the priority documents have been received in Application No. _____.

      3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

    * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1)☒ Notice of References Cited (PTO-892)

2)☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)

3)☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
    Paper No(s)/Mail Date _____.

4)☐ Interview Summary (PTO-413)
    Paper No(s)/Mail Date. _____.

5)☐ Notice of Informal Patent Application (PTO-152)

6)☐ Other: _____.

DETAILED ACTION

1.   The Application 10/037275 filed on 1/03/2002 has been examined. Claims 1-12 are pending in this Office Action.

Claim Rejections - 35 USC § 112

2.   The following is a quotation of the second paragraph of 35 U.S.C. 112:

The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter, which the applicant regards as his invention.

3.   Claims 5 and 6 are objected for claiming a method, an apparatus and a computer readable medium in a single claim group. A single claim, which recites a method, an apparatus and a computer-readable medium, is indefinite under 35 U.S.C. 112, second paragraph. This type of claim is indefinite because it fails to positively recite the boundaries sought for protection. The metes and bounds of the claim cannot be determined because it is unclear as to which category of subject matter is sought for protection, i.e., the method, the apparatus, or the storage medium.

Appropriate correction is required.

Claim Rejections - 35 USC § 102

4.   The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that
form the basis for the rejections under this section made in this Office action:

> A person shall be entitled to a patent unless –
>
> (e) the invention was described in (1) an application for patent, published under section 122(b), by
> another filed in the United States before the invention by the applicant for patent or (2) a patent
> granted on an application for patent by another filed in the United States before the invention by the
> applicant for patent, except that an international application filed under the treaty defined in section
> 351(a) shall have the effects for purposes of this subsection of an application filed in the United States
> only if the international application designated the United States and was published under Article 21(2)
> of such treaty in the English language.

5.   Claims 1-12 are rejected under 35 U.S.C. 102(e) as being anticipated by Lee et
al. (USPA Pub 2002/0147732).

6.   As per independent claim 1, Lee discloses as a computerized system and
method for providing a multifunctional customer and product management tool over the
Internet and available to call center and the warehouse (Fig. 1, page 1, paragraph
0008). Lee teaches the claimed step of "in response to each instance of communication
between a contact center and a customer of the contact center regarding at least one
matter, creating for that instance in a storage medium a contact record including
information about the at least one matter" as the database 60 and table 61 with records
62a, b,.. n, used for customer information (Fig. 3, page 2, paragraph 0023). The table
61 is considered similar to contact table as it contains customer information. Further,

Lee teaches the claimed step of "further in response to each said instance, determining whether an individual said matter is a matter of an existing communication comprising at least one prior communication instance between the customer and the contact center" as the database 60 and table 65 with records 66a, b ...n, used for product information (Fig. 3, page 2, paragraph 0023). The table 65 is considered similar to communication table as it contains product information ordered by customers. Further, Lee teaches the claimed step of "in response to determining that the individual matter of the instance is not a matter of any said existing communication, creating for that communication in the storage medium a communication record corresponding to the individual matter of the customer and including information about said individual matter, and linking the contact record with the communication record" as the database 60 and table 65 with records 66a, b ...n, used for product information (Fig. 3, page 2, paragraph 0023). The table 65 is considered similar to communication table as it contains product information, which was available products but not ordered by any customer. Finally, Lee teaches the claimed step of "in response to determining that the individual matter of the instance is a matter of a said existing communication, linking the contact record with the communication record" as the database 60 table 63 with records 64a, b, ...n contains information about the various users of the client/product management software (Fig. 3, page 2, paragraph 0023). The table 63 contains information relating to customer and product is considered as similar to contact and communication.

7.   As per dependent claim 2, Lee teaches the claimed step of "using the information

in the communication record which is linked to the contact record for the instance to

service that instance" as the input template 74 includes fields in which the user

computers 15 and 40 may enter information on the customer/management process and

used to update one or more records 62a, b, ... n and/or 66a, b, ... n in the database 60

(Fig. 1-2, page 2, paragraph 0025). Further, Lee teaches the claimed step of "including

information derived from servicing the instance in the contact record for that instance"

as the report template 76 is used to generate various reports based on the information

stored in one or more of the records 62a, b, ... n and/or 66a, b, ... n in the database 60

(Fig. 1-2, page 2, paragraph 0025).   The information entered or updated in tables can

be printed as an out come of the activity.

8.   As per dependent claim 3, Lee teaches the claimed step of "including information

derived from the contact record for that instance in the communication record which is

linked to the contact record for that instance" as the database 60 with table 63 shows

the linked or combined records of customer and product information stored in the

records 64a, b, ...n (Fig. 2, page 2, paragraph 0024).

9.   As per dependent claim 4, Lee teaches the claimed step of "creating a contact

record comprises creating a data entry having a unique contact identifier" the customer

interaction module 220 allows the customer service representative to maintain and log

customer records for customers that call in for technical support or customer service

with the field, Customer ID as unique (Fig. 3, 5, page 4, paragraph 0055-0056).

Further, Lee teaches the claimed step of "creating a communication record comprises

creating a data entry having a unique communication identifier" as to update or create a

new product record 66a, b, ... n, the database interface 70 accesses the input template

and builds an HTML web page with the field, Product Info as unique (Fig. 3, 8, page 4,

paragraph 0064-0065). Finally, Lee teaches the claimed step of "linking comprises

creating a data entry containing the contact identifier and the communication identifier"

as Customer ID is unique and the problem specific to the customer (Fig. 3, 5, page 4,

paragraph 0063).

10.   As per dependent claim 5, Lee teaches the claimed step of "An apparatus that

performs the method of one of claims 1-4". The method of claim 1 was fully discussed

in paragraph 6 above, so the rationale used for rejection of claim 1 the same rejection

holds good for rejecting this claim.

11.   As per dependent claim 6, Lee teaches the claimed step of "A computer-readable

medium containing instructions which when executed in a computer, cause the

computer to perform the method of one of claims 1-4". The method of claim 1 was fully

discussed in paragraph 6 above, so the rationale used for rejection of claim 1 the same

rejection holds good for rejecting this claim.

12.   As per independent claim 7, Lee discloses as a computerized system and

method for providing a multifunctional customer and product management tool over the

Internet and available to call center and the warehouse (Fig. 1, page 1, paragraph

0008). Lee teaches the claimed step of "a storage medium" as the database 60 and

templates are stored in a non-volatile storage system such as hard disks used by the

server 10 (Fig. 2, page 2, paragraph 26). Further, Lee teaches the claimed step of

"responsive to each instance of communication between a contact center and a

customer of the contact center regarding at least one matter, for creating for that

instance in the storage medium a contact record including information about the at least

one matter" as the database 60 and table 61 with records 62a, b,.. n, used for customer

information (Fig. 3, page 2, paragraph 0023). The table 61 is considered similar to

contact table as it contains customer information. Further, Lee teaches the claimed

step of "responsive to each said instance, for determining whether an individual said

matter is a matter of an existing communication comprising at least one prior

communication instance between the customer and the contact center" as the database

60 and table 65 with records 66a, b ...n, used for product information (Fig. 3, page 2,

paragraph 0023). The table 65 is considered similar to communication table as it

contains product information ordered by customers. Finally, Lee teaches the claimed

step of "responsive to a determination that the individual matter of the instance is not a

matter of any said existing communication, for creating for that communication in the

storage medium a communication record corresponding to the individual matter of the

customer and including information about said individual matter and for linking the

contact record with the communication record, and responsive to a determination that

the individual matter of the instance is not a matter of a said existing communication, for

linking the contact record with the communication record" as the database 60 and table

65 with records 66a, b ...n, used for product information (Fig. 3, page 2, paragraph

0023). The table 65 is considered similar to communication table as it contains product

information, which was available products but not ordered by any customer. The

database 60 table 63 with records 64a, b, ...n contains information about the various

users of the client/product management software. The table 63 contains information

relating to customer and product is considered as similar to contact and communication

(Fig. 3, page 2, paragraph 0023).

13.   As per dependent claim 8, Lee teaches the claimed step of "using the

information in the communication record which is linked to the contact record for the

instance to service that instance" as the input template 74 includes fields in which the

user computers 15 and 40 may enter information on the customer/management process

and used to update one or more records 62a, b, ... n and/or 66a, b, ... n in the database

60 (Fig. 1-2, page 2, paragraph 0025). Further, Lee teaches the claimed step of

"including information derived from servicing the instance in the contact record for that

instance" as the report template 76 is used to generate various reports based on the

information stored in one or more of the records 62a, b, ... n and/or 66a, b, ... n in the

database 60 (Fig. 1-2, page 2, paragraph 0025).   The information entered or updated in

tables can be printed as an out come of the activity.

14.   As per dependent claim 9, Lee teaches the claimed step of "including information derived from the contact record for that instance in the communication record which is linked to the contact record for that instance" as the database 60 with table 63 shows the linked or combined records of customer and product information stored in the records 64a, b, ... n (Fig. 2, page 2, paragraph 0024).

15.   As per dependent claim 10, Lee teaches the claimed step of "the contact record comprises a data entry having a unique contact identifier" the customer interaction module 220 allows the customer service representative to maintain and log customer records for customers that call in for technical support or customer service with the field, Customer ID as unique (Fig. 3, 5, page 4, paragraph 0055-0056). Further, Lee teaches the claimed step of "the communication record comprises a data entry having a unique communication identifier" as to update or create a new product record 66a, b, ... n, the database interface 70 accesses the input template and builds an HTML web page with the field, Product Info as unique (Fig. 3, 8, page 4, paragraph 0064-0065). Finally, Lee teaches the claimed step of "creating and linking comprises means for creating a data entry containing the contact identifier and the communication identifier to link the communication record with the contact record" as Customer ID is unique and the problem specific to the customer (Fig. 3, 7, page 4, paragraph 0063).

16.   As per independent claim 11, Lee discloses as a computerized system and method for providing a multifunctional customer and product management tool over the

Internet and available to call center and the warehouse (Fig. 1, page 1, paragraph

0008). Lee teaches the claimed step of "a storage medium" as the database 60 and

templates are stored in a non-volatile storage system such as hard disks used by the

server 10 (Fig. 2, page 2, paragraph 26). Further, Lee teaches the claimed step of

"plurality of contact records, each representing a different instance of communication

between a contact center and a customer of the contact center regarding at least one

matter and including information about the at least one matter, and a plurality of

communication records, each corresponding to a different one of a plurality of matters of

the customer, including said at least one matter, each communication record being

linked to each contact record of the plurality of contact records that corresponds to

same said matter as the communication record, and including information about said

matter" as the record contains the Call History in addition to Customer ID (Fig. 3,

page 3, paragraphs 0028-0038 and page 4, paragraph 0055-0057). Finally, Lee

teaches the claimed step of "connected to the data storage and responsive to instances

of communication between the customer and the call center for generating and linking

corresponding said contact records and communication records" as the table contains

unique user name and password and the problem codes specific to the user to identify

the problem (Fig. 3, page 3, paragraphs 0039-0044).

17.   As per dependent claim 12, Lee teaches the claimed step of "the generating

means are further for populating each contact record with information about the

corresponding contact and populating each communication record with information

about the corresponding matter" as the customer calls the call center, the customer ID

is used to search for records in the customer table 61 and populated the table if the

record does not exist (Fig. 5, page 4, paragraph 0055) similarly the customer requested

product is queried in product table 65 and inserted into the table if the record does not

exist (Fig. 8, page 6, paragraph 0064).

Other Cited References

18.   The following references are cited by the examiner but not relied upon are

considered pertinent to Applicant's disclosure:

A)   Eilbacher et al. (US Patent 6,724,887) discloses a contact center records

and analyzes customer communications.

B)   Shaffer et al. (US Patent 6,381,324) discloses a one number, multi-

application, intelligent call processing system provides service benefits to a

caller.

C)   Hurd et al. (US Patent 5,937,051) discloses a system for transferring a voice

and data components of a service call.

D)   Broughton et al., US Patent Appl. Pub. US 2003/0018702 discloses tiered

service model for a digital multimedia contact center.

Conclusion

19.   The prior art made of record, listed on form PTO-892, and not relied upon, if any,

is considered pertinent to applicant's disclosure.

20.   If a reference indicated, as being mailed on PTO-FORM 892 has not been

enclosed in this action, please contact Lisa Craney whose telephone number is (703)

305-9601 for faster service.

Any inquiry concerning this communication or earlier communications from the

examiner should be directed to Sathyanarayan Pannala whose telephone number is

(703) 305-3390. The examiner can normally be reached on 8:00 am - 5:00 pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's

supervisor, John Breene can be reached on (703) 305-9790. The fax phone number for

the organization where this application or proceeding is assigned is (703) 872-9306.

Information regarding the status of an application may be obtained from the

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you have questions on access to the Private PAIR system, contact the Electronic

Business Center (EBC) at 866-217-9197 (toll-free).

Sathyanarayan Pannala
Examiner
Art Unit 2177

srp
July 11, 2004